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AGENDA ITEM 5

TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE

- I. SUBJECT:** Member and Benefit Services Branch Effectiveness Measures 4th Quarter
- II. PROGRAM:** Member and Benefit Services Branch
- III. RECOMMENDATION:** For Information Only
- IV. ANALYSIS:**

Fourth Quarter Effectiveness Measures and Management Reports

Attachment A is the Member and Benefit Services Branch (MBSB) 4th Quarter Effectiveness Measures.

Attachment B is additional Management reports which MBSB uses internally to manage workload and measure progress. These reports provide details that measure workload volumes, productivity, progress, and, coupled with the effectiveness measure reports, provide a more complete picture of where things currently stand.

The MBSB effectiveness measures will be reported on a regular quarterly schedule beginning the first quarter of 2006-2007. The first quarterly report for 2006-2007 will be brought to BPAC in November 2006.

Contact Center & Web Self Service Trends

At the June BPAC meeting, the Committee requested that staff provide call trending information going back to the inception of the Customer Contact Center. In addition, the Committee requested that similar information be provided on web self service.

Attachment C displays call volumes and workload for the last five fiscal years. In addition, five years of data are provided for two of the effectiveness measures for the Customer Contact Center.

Call volumes have declined in each of the last two fiscal years, however, the workload of the Customer Contact Center has increased. This is attributed to the fact that the average handle time for a call has increased from 4 minutes and 58 seconds in 2003-2004 up to 6 minutes and 46 seconds in 2005-2006. This represents a 41% increase in average call handle times.

Visits to our web self service applications have steadily increased since the 2001-2002 fiscal year. In fiscal year 2001-2002, there were five self service applications available to our members. In 2005-2006, we have more than thirteen self-service applications.

V. STRATEGIC PLAN:

New measurements resulting from the Pension Performance Management Project will provide a useful tool in assessing progress towards meeting the new CalPERS strategic goals.

VI. RESULTS/COSTS:

None.

Kathie Vaughn
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Member and Benefit Services Branch

Attachments